NIH Help Desk Quarterly Summary Report
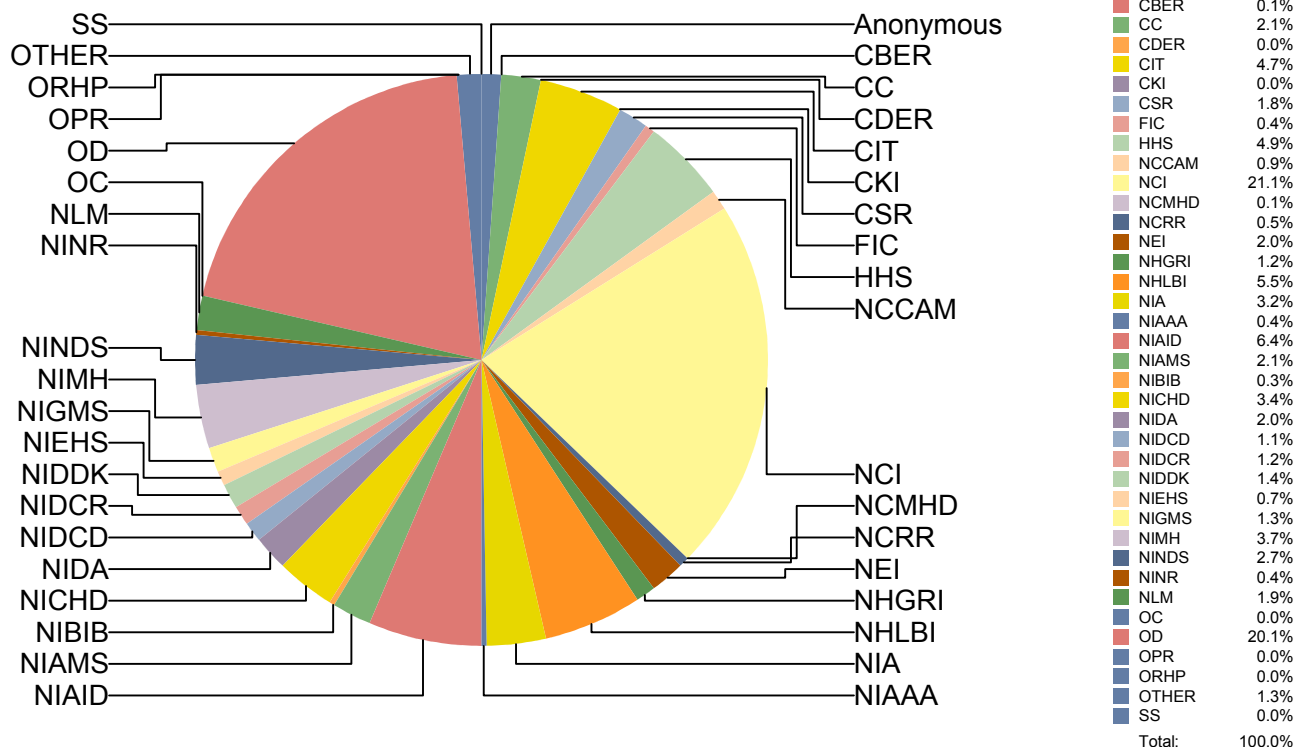### For the Period 01/01/2005 to 03/31/2005
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.   Snapshot Date: 4/5/2005
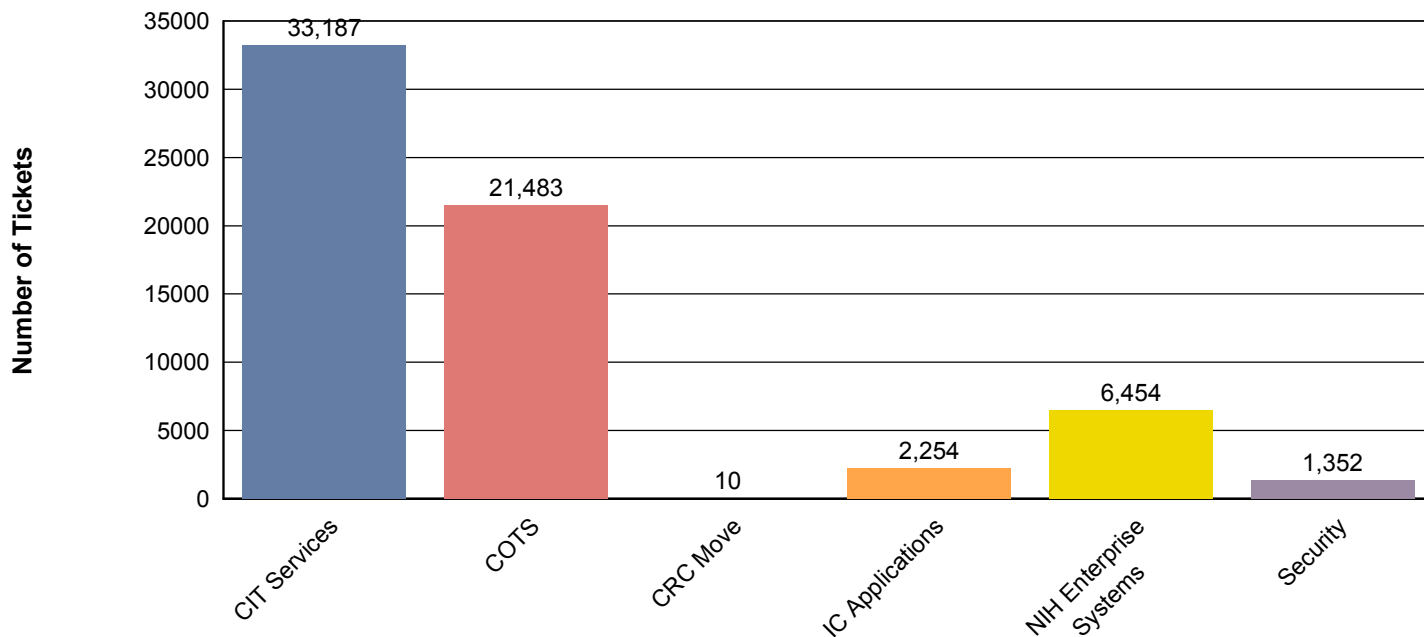
Total Tickets: 64,740

Tickets by IC

IC	%
Anonymous	1.1%
CBER	0.1%
CC	2.1%
CDER	0.0%
CIT	4.7%
CKI	0.0%
CSR	1.8%
FIC	0.4%
HHS	4.9%
NCCAM	0.9%
NCI	21.1%
NCMHD	0.1%
NCRR	0.5%
NEI	2.0%
NHGRI	1.2%
NHLBI	5.5%
NIA	3.2%
NIAAA	0.4%
NIAID	6.4%
NIAMS	2.1%
NIBIB	0.3%
NICHD	3.4%
NIDA	2.0%
NIDCD	1.1%
NIDCR	1.2%
NIDDK	1.4%
NIEHS	0.7%
NIGMS	1.3%
NIMH	3.7%
NINDS	2.7%
NINR	0.4%
NLM	1.9%
OC	0.0%
OD	20.1%
OPR	0.0%
ORHP	0.0%
OTHER	1.3%
SS	0.0%
Total:	100.0%

Category Summary

Category Summary bar chart — Number of Tickets:
- CIT Services: 33,187
- COTS: 21,483
- CRC Move: 10
- IC Applications: 2,254
- NIH Enterprise Systems: 6,454
- Security: 1,352

Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.
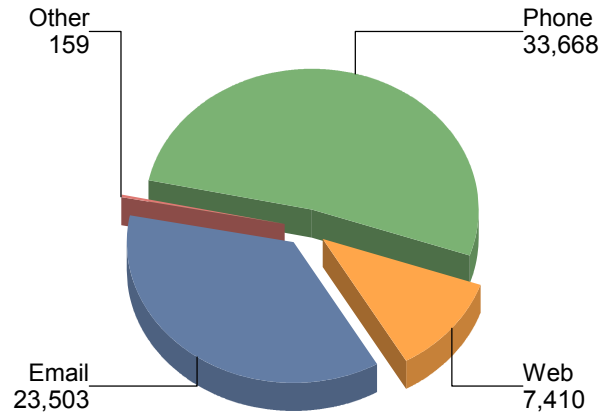
NIH Help Desk Quarterly Summary Report
For the Period 01/01/2005 to 03/31/2005
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 4/5/2005
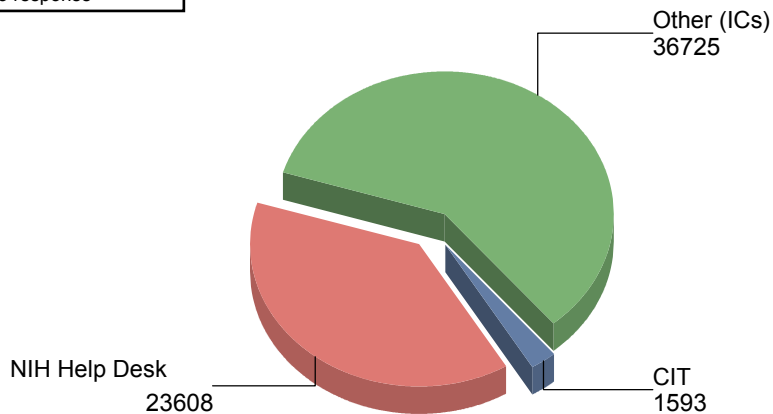
Total Tickets: 64,740

Ticket Sources

Email	36.3%
Other	0.2%
Phone	52.0%
Web	11.4%
Total:	100.0%

Other 159
Phone 33,668
Email 23,503
Web 7,410

Tickets Closed

Total Tickets Closed: 61,926
*NOTE - includes closed no response

CIT	1593	2.6%
NIH Help Desk	23608	38.1%
Other (ICs)	36725	59.3%
Total:	61926	100.0%

Other (ICs) 36725
NIH Help Desk 23608
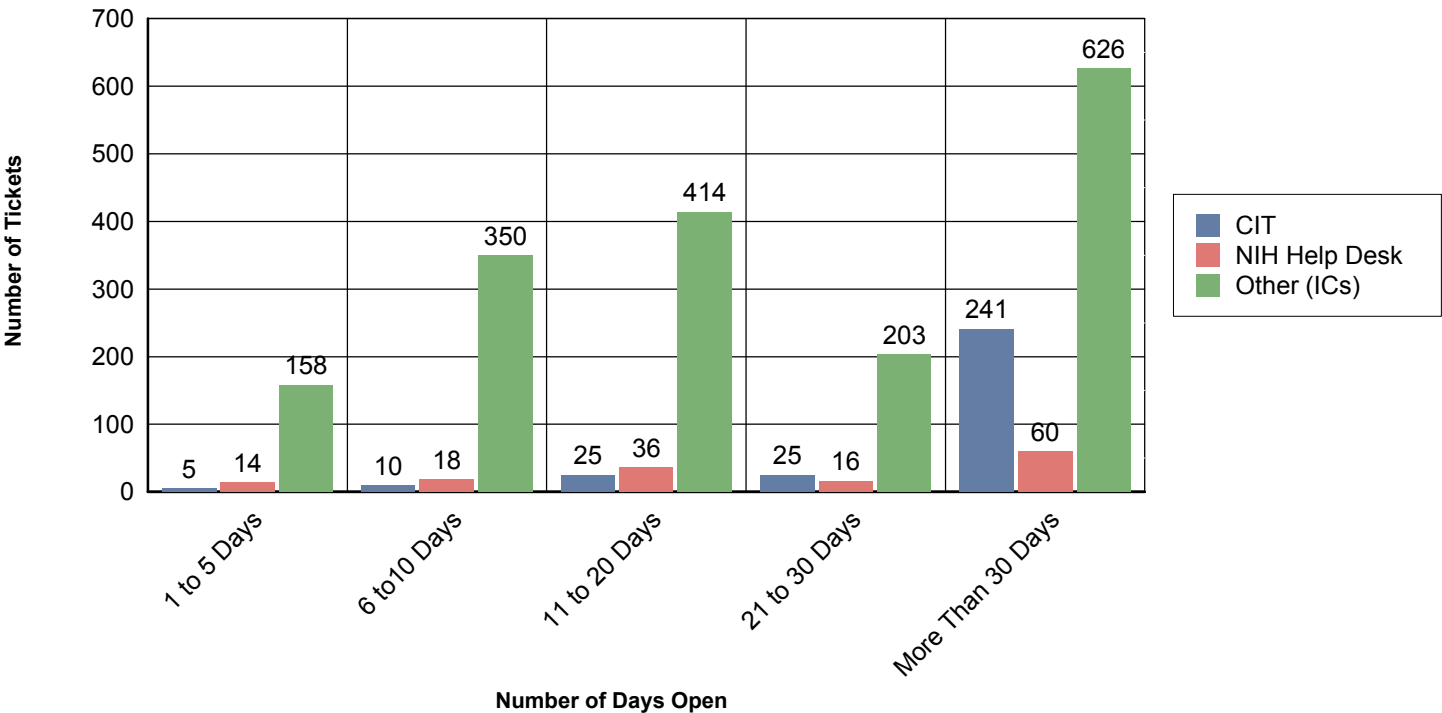CIT 1593

NIH Help Desk Quarterly Summary Report
For the Period 01/01/2005 to 03/31/2005
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.   **Snapshot Date: 4/5/2005**

Total Tickets Unresolved: 2,201
NOTE: - Includes Pending

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were **Opened** within the selected period and are still **Open** as of the Snapshot Date.

NIH Help Desk Quarterly Summary Report

For the Period 01/01/2005 to 03/31/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.   Snapshot Date: 4/5/2005

Detailed Breakdown Of Category Summary

CIT Services		33,183
Accounts	10,827	
Back Office Support	4,087	
CIT Categories	2,377	
CIT Categories Aspect	9	
CIT Categories Remedy	229	
Connectivity	1,444	
DCS 7x24	2	
Email	6,924	
EOS	1	
General Information	2,659	
Helix Support	61	
iSDP/Software Distribution	26	
NECS	45	
NIHnet	664	
OS/390	345	
Project Work	20	
Pubs/Software Distribution	27	
Telecommunications	1,028	
Training	227	
Unix Support	5	
Video	213	
Wireless Services	1,963	
COTS		**21,483**
Application Support	8,463	
Hardware	13,020	
CRC Move		**10**
CRC Move	10	
IC Applications		**2,253**
CC APPS	100	
CC APPS (DCRI)	255	
E-Grants	61	
Local LAN	892	
OIT Categories	464	
Web Site Issue (non-CIT)	481	
NIAID		**1**
NIAID	1	
NIH Enterprise Systems		**6,454**
ADB	1,164	
EHRP Change Management	6	
EHRP Func App Suppt	50	
EHRP Interface	3	
EHRP Non-App Specific	3	
EHRP Reporting	16	
EHRP Security	270	
EHRP Technical	86	
EHRP User Error	14	
EHRP Workflow/Worklist	51	
eRA-COMMONS	95	
eRA-IMPAC II	506	
eRA-Software BA	77	
NBS Break/Fix	8	
NBS Enhancement	1	
NBS Int. Des/Dev	6	

NIH Enterprise Systems		**6,454**
NBS-User Call	2,469	
NED	332	
NIH Data Warehouse	274	
NIH Services	916	
NVision	107	
Pubs		**4**
Pubs	4	
Security		**1,352**
Anti Virus SW	169	
Security	1,183	

Grand Total: 64,740